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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/629,665	07/28/2003	Michael A. Jenkins	01702-21814	6469
20551	7590	05/15/2008	EXAMINER	
THORPE NORTH & WESTERN, LLP. P.O. Box 1219 SANDY, UT 84091-1219			PATS, JUSTIN	
ART UNIT		PAPER NUMBER		
3623				
MAIL DATE		DELIVERY MODE		
05/15/2008		PAPER		

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Office Action Summary	Application No.	Applicant(s)	
	10/629,665	JENKINS ET AL.	
	Examiner	Art Unit	
	JUSTIN M. PATS	3623	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1) Responsive to communication(s) filed on 07 April 2003.
 2a) This action is **FINAL**. 2b) This action is non-final.
 3) Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4) Claim(s) 1-31 is/are pending in the application.
 4a) Of the above claim(s) 1-13 and 16-31 is/are withdrawn from consideration.
 5) Claim(s) _____ is/are allowed.
 6) Claim(s) 14 and 15 is/are rejected.
 7) Claim(s) _____ is/are objected to.
 8) Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9) The specification is objected to by the Examiner.
 10) The drawing(s) filed on 28 July 2003 is/are: a) accepted or b) objected to by the Examiner.
 Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
 Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
 11) The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12) Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
 a) All b) Some * c) None of:
 1. Certified copies of the priority documents have been received.
 2. Certified copies of the priority documents have been received in Application No. _____.
 3. Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1) Notice of References Cited (PTO-892)
 2) Notice of Draftsperson's Patent Drawing Review (PTO-948)
 3) Information Disclosure Statement(s) (PTO/SB/08)
 Paper No(s)/Mail Date 7-28-03.

4) Interview Summary (PTO-413)
 Paper No(s)/Mail Date. _____.
 5) Notice of Informal Patent Application
 6) Other: _____.

DETAILED ACTION

Notice to Applicant

1. The following is a non-final, second office action. In response to the Election/Restrictions requirement of 3/7/08, Applicant, on 4/7/08, elected claims 14-15 for examination with traverse. Claims 1-13, and 16-31 are withdrawn at this time. Claims 14-15 are pending in this application and have been rejected below. Information Disclosure Sheet (IDS) dated 7/28/03 has been considered.

Claim Rejections - 35 USC § 103

2. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

3. Claims 14–15 are rejected under 35 U.S.C. 103(a) as being unpatentable over Colancia et al., U.S. Patent App. Pub. No. 2004/0019513. (see attached PTO-892, reference A)

4. As per claim 14, Colancia teaches a method for electronically managing a cleaning organization, comprising: receiving a request from a client by a cleaning organization manager and routing the electronic request to an electronic instruction card that covers a cleaning area associated with the electronic request (¶ 0034, “One of the first requirements is to input particular room requirements as guests check into the hotel. This is shown at block **62**. Room requirements may be input through the central computer **12** by hotel staff in the lobby/front desk area who greet guests for check in. The room requirements may include not only a particular type of room, but the various amenities which may be desired within the room, the location of the room within the hotel, and others. These room requirements are stored within the central computer and existing hotel management software can be used to process the data, shown at step **64** . . . the central computer may create a floor order for delineating which rooms are to be vacated that day, and which are to be then revacated by arriving guests. The floor order includes instructions for particular rooms to be cleaned, the amenities to be placed in the room, and other

instructions which may be provided by the guest when they check in. As shown at step **66**, floor orders for a particular shift are then transmitted via the base unit **20**, transceivers **26**, and then to the appropriate mobile units **28**.”); updating the electronic instruction card to include the electronic request (*id., see also* Colancia, Fig. 9, ref. 88, ¶ 0037, “The next screen which could be displayed is one which includes the particular amenities which the hotel guests would like to have stocked in the room. This is shown at screen **88**. Additionally, there could be an entry for the time in which the hotel guests would like to check in, shown as the “time required” portion in screen **88**. The user would click on the desired choices for the particular amenities, and also the time required for the room to be available for the guest. Of course, in addition to the amenity options shown on screen **88**, many others could be provided depending upon the type of hotel, season, etc.”); and printing reports associated with the electronic instruction card with the electronic request to insure complete resolution of the original request (¶ 0043, “Finally, the user would have the option of either printing a hard copy of the report, or forwarding the report electronically as by email. Accordingly, screen **104** at **FIG. 17** provides the user this option by either pressing the “print” or “email” buttons.”; Fig. 17, ref. 104)

Colancia does not explicitly teach printing out the instruction card, but does teach the necessary printing functionality to do so as described above. Applying a known technique to a known device would have been obvious to one having ordinary skill in the art at the time of the invention so as to achieve a predictable result and result in an improved system that made for more comprehensive documentation of the client request, thus increasing the chances of successful completion of the request and improving the organization’s overall performance in the process.

Colancia does not explicitly teach the client, or guest, electronically making the request at check-in. In fact, the only difference between Colancia and the claimed limitation is that in Colancia the guest tells the hotel staff their room requirements which the staff then enter into the computer. Colancia this teaches electronic requests, just not coming directly from the guest. Since each individual element and its function are shown in the prior art, albeit shown in a separate configuration, the difference between the claimed subject matter and the prior art rests not on any individual element or function but in the very combination itself—that is in the substitution of a direct electronic request performed by the hotel guest for the indirect electronic request in which the hotel guest relays its request to the hotel staff, who then electronically document the request for the guest. Thus, the simple substitution of one known element for another producing a predictable result renders the claim obvious for the benefit of expedited customer service via electronic self-check in.

5. As per claim 15, Colancia teaches providing customized training based on the instruction card (¶ 0036, “A set of training screens could also be provided to train new users. These training screens would guide the new user through a set of sample screens, explaining the purpose of each and how each screen allows control of the particular hotel function.”).

Conclusion

6. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

A. Wepfer et al., U.S. Patent App. Pub. No. 2003/0065522. (*see attached PTO-892, reference B*) (disclosing an electronic system for equipment maintenance and repair orders comprising online work order forms with comment and instruction tabs to guide technicians as to the specific requirements of a particular job)

B. Talarico, U.S. Patent App. Pub. No. 2004/0220822. (*see attached PTO-892, reference C*) (disclosing a janitorial service online tracking system comprising a pda that diarizes each task done and enables the janitor or cleaner to add electronic comments about one or more particular tasks)

C. Bull et al., U.S Patent App. Pub. No. 2004/0044554. (*see attached PTO-892, reference C*) (disclosing an online technician management system that tracks work orders including order particulars to assist and guide technicians in performance of tasks)

D. Custodial Solutions 8, Breeze Software, Aug. 2, 2002, pg. 1-35, retrieved from web.archive.org, <http://web.archive.org/web/20020802054806/breezesoftware.com/ScreensC8.htm> (last visited 5/8/08). (*see attached PTO-892, reference U*) (disclosing a custodial software tool for analyzing and managing a cleaning department. The software runs on computers as well as handheld devices)

Any inquiry concerning this communication or earlier communications from the examiner should be directed to JUSTIN M. PATS whose telephone number is (571)270-1363. The examiner can normally be reached on Monday through Friday, 8:00am - 5:00pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Tariq Hafiz can be reached on 571-272-6729. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

/Justin M Pats/
Examiner, Art Unit 3623

/Scott L Jarrett/
Primary Examiner, Art Unit 3623